BTEC Assignment Brief

Qualification	Pearson BTEC International Level 3 Certificate in Information Technology Pearson BTEC International Level 3 Subsidiary Diploma in Information Technology Pearson BTEC International Level 3 Foundation Diploma in Information Technology Pearson BTEC International Level 3 Diploma in Information Technology Pearson BTEC International Level 3 National Extended Diploma in Information Technology
Unit number and title	**Unit 12: IT Technical Support and Management**
Learning aim(s) (For NQF only)	**A:** Examine the IT system support and management needs and characteristics of different organisations, which are essential to their operation
Assignment title	Examining IT support
Assessor	
Issue date	
Hand in deadline	

Vocational Scenario or Context	You have been working for a PC repair company as an IT Technician. Your manager is interested in branching out into the IT support and management market, providing outsourced IT support to local businesses. She has asked you to examine what might be involved.

Task 1	Write a report for your manager in which you evaluate the support and management needs and characteristics; including purpose and nature, safe working practice, job roles and system and network tools used, for at least 2 different organisations. The organisations should run IT systems which are different in their nature, for example the numbers and/or skill levels of the users might be different. The way they provide IT support should also be different (for example one might provide support in-house while the other outsources support) You should also consider what improvements might be made and justify the suggestions you make (for example where a large number of non-expert users are supported it may be helpful to develop on-line training materials).

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Checklist of evidence required	Completed report
Criteria covered by this task:	
Unit/Criteria reference	To achieve the criteria you must show that you are able to:
A.D1	Evaluate the support needs and characteristics of different IT systems, justifying where improvements may be possible.
A.M1	Compare the support and management needs and characteristics of different IT systems, showing how they would meet the client's requirements.
A.P1	Explain the purpose and nature of safe working practices required in the support and management of different IT systems.
A.P2	Explain the job roles and system and network tools used in the support and management of different IT systems.

Sources of information to support you with this Assignment	B. Wooten, Building & Managing a World Class It Help Desk, 2001, McGraw-Hill/Osborne Media, 978-0072132373 N. Bruton, Managing the IT Services Process, 2005, Routledge, 978-0750657235
Other assessment materials attached to this Assignment Brief	*e.g. work sheets, risk assessments, case study*